

Complaints to the BBC

This fortnightly report for the BBC complaints service¹ shows for the periods covered:

- the number of complaints about programmes and those which received more than 100² at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)³;
- the percentage of all complaints dealt with within the target periods for each stage.

NB: Figures include, but are not limited to, editorial complaints, and are not comparable with complaint figures published by Ofcom about other broadcasters (which are calculated on a different basis). The number of complaints received is not an indication of how serious an issue is.

Stage 1 complaints

Between 31 July - 13 August 2023, BBC Audience Services (Stage 1) received a total of **2,156** complaints about programmes. **4,917** complaints in total were received at Stage 1.

No programme received more than 100² complaints during this period:

93% of all complaints dealt with between 31 July - 13 August 2023 received an initial response within the stage 1 target period of 10 working days.

Recent BBC public responses to significant complaints at Stage 1 are published at:

<http://www.bbc.co.uk/complaints/complaint/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 13 findings at Stage 2 between 31 July – 13 August 2023. Highlighted text links to published findings⁴. Other recently-published findings can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
BBC News (10pm)	BBC One	26/05/2023	Not clear Ely police chase footage had been edited	Upheld

¹ Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

² As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

³ Excluding investigations of online material outside Ofcom's remit.

⁴ These include all upheld, partly-upheld and resolved findings, all not-upheld findings concerning impartiality and accuracy and all findings where there were more than 100 complaints about the same issue at Stage 1.

Sunday with Laura Kuennsberg	BBC One	02/04/2023	Inaccuracy about Suella Braverman's resignation	Not upheld
Who Do You Think You Are?	BBC One	01/06/2023	Inaccuracy about Tudor history	Not upheld
The World at One	Radio 4	26/05/2023	Trans women should have been identified as biological males	Not upheld
Question Time	BBC One	22/06/2023	Pro-Brexit bias	Not upheld
1Xtra's AfroSounds Weekender	Radio 1Xtra	04/06/32023	Incitement to racial hatred	Not upheld
The Skewer	Radio 4	21/06/2023	Tragic event used for humour	Not upheld
Wild Isles	BBC One	02/04/2023	River Spey misidentified as River Ness	Not upheld
Question Time	BBC One	08/06/2023	Misleading description of referendum result	Not upheld
BBC News (6pm)	BBC One	22/05/2023	Misleading account of costs of climate change	Not upheld
Sliced Bread	Radio 4	22/06/2023	Bias in favour of cycle helmets	Not upheld
Look East	BBC One (East)	04/04/2023	Understated risks of Covid compared to flu	Not upheld
The News Quiz	Radio 4	19/05/2023	Offensive to those with long Covid	Not upheld

85% of complaints (11 out of 13) dealt with between 31 July – 13 August 2023 received a response within the target time.